

Job Aid

Models for Promoting Culturally Competent Patient-Provider Communication

LEARN Model

The LEARN Model provides a framework of listening, explaining, acknowledging, recommending, and negotiating. LEARN stands for:

- L—Listen** with sympathy and understanding to the patient's perception of the problem
- E—Explain** your perceptions of the problem
- A—Acknowledge** and discuss the differences and similarities
- R—Recommend** treatment
- N—Negotiate** agreement



The content for this was excerpted from the U.S. Department of Health and Human Services, Office of Minority Health. *A Physician's Practical Guide to Culturally Competent Care*. Available at: <https://cccm.thinkculturalhealth.hhs.gov/>.